SHEAEARCLINIC
EAR, NOSE AND THROAT

6133 POPLAR PIKE AT RIDGEWAY
MEMPHIS, TN 38119

Tel: (901) 761-9720 **Toll Free:** (800) 477-SHEA **Fax:** (901) 680-1992 **Email:** john.emmett@sheaclinic.com

Thank you for entrusting us with your medical care. Your appointment is with **Dr. John Emmett**.

CONSULTATION AND EVALUATION OF YOUR PROBLEM WILL BE COMPLETE AND TIME-CONSUMING, SO PLEASE BE PREPARED TO REMAIN AT THE SHEA EAR CLINIC FOR MOST OF THE DAY, IF NECESSARY.

Please bring **ALL** medical records related to your problem with you. Please bring records made by other Ear, Nose and Throat Doctors, Speech and Hearing Centers and/or Hearing Aid Dealers. If you do not have copies of these records, please call or write to have them sent to the Shea Ear Clinic by mail, or fax to (901) 680-1992, well in advance of your appointment. If you cannot keep the assigned appointment, please select another date and time by calling the appointment secretary at (901) 761-9720 or toll free at 1-800-477-SHEA with at least a 48-hour notice.

At the time of your appointment you will be given a routine hearing test and, if necessary, special hearing tests and/or tests of your balance system. There is no need to fast the night before your office visit at Shea Ear Clinic. You can have a **light** breakfast the morning of your office visit.

If dizziness, vertigo or loss of balance is part of your reason for visiting the Shea Ear Clinic, you may need to undergo special balance tests during your visit. **If so, please discontinue the following medicines at least five (5) days prior to your office visit if you are taking them: Valium (diazepam), Antivert (meclizine), Dramamine, Phenergan (promethazine), Transderm Scop (scopolamine), Xanax (alprazolam), and Ativan (lorazepam).**

The physicians of Shea Ear Clinic participate in Medicare, Blue Cross/Blue Shield and most other Commercial Insurance plans. **Shea Ear Clinic does NOT participate in any MEDICAID plans, and is NOT accepting any new MEDICAID patients. Shea Ear Clinic does NOT participate with TENNCARE or most HMO Plans.** You are responsible for paying any co-pays, coinsurance and/or deductibles based on your insurance's contracted rates. Please check with your insurance company to learn if Shea Ear Clinic participates in your plan. **If Shea Ear Clinic is not a participating provider in your insurance plan, you may or may not have out-of-network benefits**. Regardless, you will be responsible for paying any deductibles and/or coinsurance at the time of service. If you do not have any out-of-network benefits, you will be considered a "self-pay" patient. **Self-pay patients are required to pay a $500.00 deposit before services are rendered**. **If your insurance plan requires a referral, you must obtain this referral prior to your appointment date.**

Most Shea Ear Clinic patients stay at the Sonesta Suites connected to the Shea Ear Clinic by a walkway. The telephone number is (800) 766-3782 and be sure to ask for the special discount rate for Shea Ear Clinic patients. A listing of additional nearby hotels is listed on our website (www.SheaClinic.com). These hotels may or may not offer a special "Shea" rate. Also, for your convenience, there is also a map with directions posted on our website.

Because we may recommend you remain for an operation or other medical treatment, **you MUST bring one responsible adult to be with you should you decide to have the operation or treatment at this time (possibly the following day)**. Otherwise, you will need to schedule an additional trip to have the operation or additional treatment in the future. Do **NOT** bring children or more than one responsible adult with you. If you come by car and receive general anesthesia during an operation, you will need a responsible adult to drive you home.

JOHN R. EMMETT, M.D.

Dr. John Emmett joined the Shea Ear Clinic in 1976, and specializes in the medical and surgical treatment hearing and balance disorders and has performed more than 17,000 major ear operations. An internationally-known lecturer and author, Dr. Emmett is widely published in medical journals and books and has been selected nationally by his peers each year for two decades to be included in the listing of "The Best Doctors in America."

His past and present associations include President of the Memphis Society of Otolaryngology, President of the Tennessee Academy of Otolaryngology, Vice President of the Southern Section of The Triological Society and President of the Otosclerosis Study Group. He has served as a member of the Board of Directors of the Deafness Research Foundation and on the Scientific Advisory Committee of the American Tinnitus Association.

Dr. Emmett was elected to membership of the prestigious American Otological Society and The Triological Society. Dr. Emmett is the recipient of the Honor Award of the American Academy of Otolaryngology for his contributions to the field of otolaryngology.

Originally from West Palm Beach, Florida, Dr. Emmett graduated from Georgia Tech in 1965 with a Bachelor of Science degree in Applied Biology and began graduate work at Baylor University in biochemistry and physiology, where he received his Masters Degree in 1968. In 1966, Dr. Emmett began his medical career at George Washington University in Washington, D.C., earning his Doctor of Medicine degree in 1970. At the time of his medical school graduation he received the Hoffman-LaRoche Award (highest award) and the Alexander A. Horwitz Award for excellence in surgery. Originally interested in cardiothoracic surgery, Dr. Emmett entered the Duke University Residency Program with the intention of pursuing a surgical career. He trained for two years in general surgery at Duke and a third year of general surgery was completed at University of North Carolina. He then completed three years of Otolaryngology-Head & Neck Residency at the University of North Carolina and completed it in 1976.

It was during his rotation in Otolaryngology-Head and Neck Surgery-that Dr. Emmett performed his first ear operation. "From that moment on, I was hooked on the microsurgical techniques of the ear". Subsequent correspondence and mentoring with Dr. John Shea, Jr. led Dr. Emmett to join the practice in 1976.

Dr. Emmett's wife Karen is an audiologist, and he has two daughters who have followed his life of service. The older, Kathleen, is a Chief Fundraising Officer for non-profit organizations in Palm Beach, Florida. His younger daughter, Susan, is a resident in Otolaryngology-Head & Neck Surgery at Johns Hopkins University.

When Dr. Emmett is asked to sum up his life as an ear surgeon, he is quick to point out that it is more than the practice of medicine. It is part of his life's ministry. He states, "The biggest privilege and thrill of all is to serve in God's healing ministry".

PATIENT INFORMATION

Date: _____

Pharmacy: _____
Name Address Phone

Patient's Name: _____
Last Middle First

Date of Birth: _____ Sex: _____ SSN: _____

Marital Status:_____ Race:_____ Ethnicity: _____ Language:_____

Address: _____
Street City State Zip

Home # (_____) _____ Work # (_____) _____ Cell# (_____) _____

Email: _____ Preferred Communication ( ) Email ( ) Text ( ) Telephone Call

EMERGENCY CONTACT:

Relative or Friend not living at the same address: _____/_____/ _____
Name Telephone Relationship

EMPLOYMENT INFORMATION:

Current Employer: _____ Occupation: _____

Employer's Address:_____
Street City State Zip

If retired, give last employer and occupation:_____ When did you retire?_____ **Year**

If disabled, who declared you disabled and for what reason?_____

SPOUSE INFORMATION:

Name: _____ DOB: _____ SSN: _____

Employer: _____ Cell #: _____ Occupation:_____

PRIMARY INSURANCE INFORMATION:

_____
Name of Insurance Co. Individual Policy No. Name of Insured

_____
Street Address Group Policy No. Relationship to Patient

_____
City, State, Zip Insured's Date of Birth Insured's Soc Sec Number

SECONDARY INSURANCE INFORMATION:

_____
Name of Insurance Co. Individual Policy No. Name of Insured

_____
Street Address Group Policy No. Relationship to Patient

_____
City, State, Zip Insured's Date of Birth Insured's Soc Sec Number

OTHER DOCTORS INFORMATION:

Referring Doctor: _____ Telephone #: (_____) _____

Address: _____

Local General Doctor: _____ Telephone #: (_____)_____

Address: _____

Cardiologist:_____ Telephone #: (_____) _____

Address: _____

Certain tests are often required prior to being seen by your doctor. If you are the patient or are responsible for the patient, do you consent to have these tests performed on you or any child or other adult for whom you are responsible?

_____ Yes _____ No Signature: _____

ASSIGNMENT OF BENEFITS:

I authorize the release of any medical or other information necessary to process this claim. I also request payment of government or medical benefits to the party who accepts assignment.

_____	_____	_____	_____
Guarantor's Signature	Relationship to Patient	Date	Witness

PATIENT RESPONSIBILITIES

1. Provide accurate and complete information about the present complaint, past illnesses, hospitalizations, medications, and other matters which relate to their health.
2. Report their level of pain or unexpected changes in their condition.
3. Report whether they clearly understand plans for their care and what is expected of them.
4. Follow both the treatment plan recommended by the physician and the Shea Clinic rules and regulations affecting their care and conduct, including the instructions of nurses and other health professionals.
5. Accept the outcome of their actions should they refuse treatment or choose not to follow the physician's order.
6. Be considerate of the rights of other patients and Shea Clinic staff and for assisting with the control of noise.
7. Be respectful of the property of other persons and of the Shea Clinic.
8. Meet all of the financial obligations of their health care.

PHYSICIAN REFERRAL POLICY

If the patient's insurance requires a physical referral, the referring physician must call your insurance company and obtain a referral authorization prior to your appointment. It is the patient's responsibility to bring their referral information with them, or have their referring physicians send the referral letter by mail or fax to:

SHEA CLINIC
6133 POPLAR PIKE
MEMPHIS, TN 38119
FAX: (901) 683-8440

PRE-CERTIFICATION POLICY

Shea Clinic has adopted the following policy for pre-certification on all insurance plans, health maintenance organizations and other reimbursement plans excluding Medicare:

1. When provided with complete insurance carrier information at admission, we will assist patients in pre-certifying their admission and stay as directed by their insurance company. Patients should contact their employer if they are unsure of their policy requirements regarding pre-certification.
2. Regardless of the outcome of pre-certification efforts, Shea Clinic will NOT be financially responsible for any reduction in payment or any penalty sustained by the patient or the guarantor. Nor will Shea Clinic accept responsibility for pre-certification. Any failure of Shea Clinic personnel to assist in this process will NOT make the Shea Clinic financially liable.
3. Shea Clinic will hold the patient, or guarantor, responsible for all balances not paid by the patient's insurance company, HMO or other insurance reimbursement plan, regardless of the conditions of pre-certification, or the outcome of the process.
4. Shea Clinic acknowledges the pre-certification process may often be a complex and labor-intensive exercise. With a vast multitude of insurance companies, insurance plans within the insurance companies, and other less traditional reimbursement plans, it is the patient's and/or the guarantor's responsibility to know the requirements of their policy. As the owner of the policy, it is imperative the guarantor understand all of the parameters of the plan they own. Accordingly, Shea Clinic will not be held financially responsible when the plan requirements are not fulfilled to the satisfaction of ANY third party payor.

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PATIENT FINANCIAL POLICY

The Shea Clinic is a participating provider with many managed health care insurers to accommodate the needs of our patients.

We are committed to building a successful physician-patient relationship with you. Your clear understanding of our Patient Financial Policy is important to our professional relationship. Please understand that payment of services is a part of the relationship. Please ask if you have any questions about our fees, our policies, or your responsibilities. It is your responsibility to notify our office of any patient information changes (i.e. address, name, phone number, insurance information, etc.).

Insurance Claims & Co-Pays
The patient must present an insurance card at each visit. All co-payments, co-insurance, deductibles and past due balances are due at the time of checkout. Insurance is a contract between you and your insurance company. Insurance programs have many individual requirements and the same insurance company may have different benefits based upon the employer group or individual policy.

If your insurance company has special requirements for your services, such as a special lab requirement, a limitation on the number of times a service can be performed, limitations on where outpatient services may be performed, or requirements for primary care referrals, you must advise our office of these provisions or you may be responsible for additional charges. The Shea Ear Clinic makes every attempt to minimize your out-of-pocket costs by following any provisions of which you make us aware.

Although we may estimate what your insurance company will pay, the insurance company makes the final determination of your eligibility and benefits. If your insurance company is not contracted with us, it is your responsibility to pay any portion of the charges not covered by insurance, including but not limited to those charges above the usual and customary allowance.

Referrals and Prior Authorizations
If your insurance company requires a referral and/or prior authorization, you are responsible for obtaining it. Failure to obtain the referral and/or prior authorization may result in a lower or no payment from insurance, and the balance will be your responsibility.

Self-Pay Accounts
Self-Pay accounts are patients without insurance coverage or patients without any out-of-network benefits. Self-pay patients are required to pay a $500.00 deposit before services are rendered. All guarantors are required to provide proof of their social security number and a government-issued pictured identification card or provide the Shea Clinic with a $500.00 deposit before services are rendered.

Missed Appointments
The Shea Clinic requires a 24-hour notice of appointment cancellation. Appointments missed and are not previously cancelled may be charged a fee of $25.00 in which case this fee must be paid prior to scheduling additional appointments.

Returned Checks
The charge for a returned check is $40.00, payable by cash or money order. This will be applied to your account in addition to the insufficient funds amount. You may be placed on a "cash-only" payment basis following any returned check.

Outstanding Balance Policy
It is our office policy that all past due accounts be sent two statements. In the event an account is turned over for collection, the person financially responsible for the account will be responsible for all collection costs, including attorney fees and court costs.

Medical Records Policy
The Shea Clinic will provide your medical records to a referred physician as a courtesy. Any other requests will require the prepayment of a $20.00 retrieval fee plus $.40 per copied page. This fee is subject to change without notice at any time.

Forms Completion Policy
Requests for the Shea Clinic, our physicians or members of our staff to complete forms will require the prepayment of a $20.00 retrieval fee plus $25.00 per page. This fee applies to all requests for the completion of any disability papers or consultation forms.

I accept and understand the Shea Clinic Financial Policy.

Guarantor Signature	Date
Printed Name of Guarantor	Witness

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NEW PATIENT VISIT/CONSULTATION

First Name: Middle Name: Last Name:

What do other people call you? Who referred you to Shea Clinic?

Reason for today's visit?

Have you ever been diagnosed with any of the following diseases?

	Yes	No		Yes	No
Asthma	___	___	Diabetes	___	___
Kidney Disease	___	___	Thyroid Disease	___	___
Lupus	___	___	Lung Disease	___	___
Bleeding Tendencies	___	___	Nervous System Problems	___	___
Heart Disease	___	___	Tuberculosis	___	___
Epilepsy	___	___	Osteoarthritis	___	___
High Blood Pressure	___	___	Alcoholism	___	___
Hepatitis	___	___	Sickle Cell Disease	___	___
Rheumatoid Arthritis	___	___	Colitis	___	___
Anemia	___	___	Stomach Ulcers	___	___
Cancer	___	___	Sarcoidosis	___	___
High Cholesterol	___	___	Depression/Anxiety	___	___
Gastric Reflux	___	___	Obstructive Sleep Apnea	___	___

Are you on CPAP?_____

Other medical conditions?

List all operations that you have had: (i.e. ear surgery, tonsils, hernias, appendix, gallbladder, etc.)

Procedure	Date	Complications

Please list all current medications, dosages, and how many times per day.

Are you allergic to any medications/drugs? Yes _____ No _____ If yes, please list all drug allergies below and your reaction to each.

Height_____ Weight_____

Do you smoke or use tobacco? What form?

How much per day? For how long?

Do you drink alcohol? Yes_____ No_____ Beer_____ Wine_____ Other_____

How much? For how long?

Do you drink coffee or tea? How much per day? Do you use much salt in your diet? _____

Have you ever worked around loud noise? _____ Doing what? For how long?

Has anyone in your family had:

High Blood Pressure Heart Disease Diabetes

Bleeding Problems Lung Disease Stroke

Cancer (explain who and what type):

Have you recently had the following:

	Yes	No		Yes	No
Chest Pain	___	___	Nausea/Vomiting	___	___
Breathing Difficulties	___	___	Loss of Control of Bowels	___	___
Numbness/Tingling	___	___	Blood in Urine	___	___
Vision Changes	___	___	Fainting Spells	___	___
Abdominal Pain	___	___	Cough with Blood	___	___
Bloody/Tarry Stools	___	___	Headaches or Migraines	___	___
Pain/Burning Urination	___	___	Unexpected Weight Loss	___	___
Irregular Heartbeat	___	___	Diarrhea	___	___
Cough	___	___	Difficulty Starting Urination	___	___
Dizziness	___	___	Loss of Bladder Control	___	___
Fever or Chills	___	___	Sinus Disease	___	___

Please explain further any "YES" answers. _____

_____

Have you had a CT scan of the head? Yes ___ No ___ Approx. Date: _____ Result:_____

Have you had an MRI of the head? Yes ___ No ___ Approx. Date: _____ Result:_____

Do you currently have problems, or do you have a history of having problems, with your sinuses or allergies?_____
(Notice! If the answer to the above is "No" or "Not Applicable" there is no need to complete the rest of this form)

How long have you had problems with your sinuses or allergies?_____

Which of the following symptoms do you seem to have all the time?

□ Nasal obstruction	□ Cough	□ Sneezing
□ Post nasal drainage	□ Sore throat	□ Nasal itching
□ Watery/itchy eyes	□ Hoarseness	□ Nosebleeds

Which of the following symptoms typify your episodes of acute sinusitis?

□ Facial pain/pressure	□ Post nasal drainage	□ Cough
□ Headache	□ Bad breath	□ Fever
□ Nasal obstruction	□ Toothache	□ Sore throat

How many times per year do you typically get a sinus infection requiring antibiotics?

□ Never **□ 1-3** **□ 3-5** **□ > 5**

Are your symptoms: □ About the same all year □ Usually worse in the spring and fall
Have you ever been tested for allergies in the past? □ No □ Yes, skin test □ Yes, blood test
If yes, what year? _____ **What were you were allergic to**? □ Dust □ Cats □ Dogs □ Pollen □ Mold □ Grass □ Trees
Did you ever take allergy shots? □ No □ Yes **If yes, for how long?** _____**When did you stop?**_____
Have you found any medications which seem to help your symptoms? _____

What medications have you taken in the past?

□ Antihistamines (Zyrtec, Claritin)	□ Decongestants (Sudafed, Zyrtec-D)	□ Intranasal Steroid Sprays (Flonase, Nasonex, Nasacort)	□ Over the counter medications	□ Cromolyn

Have you ever had asthma? □ No □ Yes **Have you ever had nasal polyps?** □ No □ Yes

Have you had a CT scan of your sinuses?

□No □Yes Approximate Date _____ Result _____

The above information is accurate to the best of my knowledge.

_____ _____
Patient/Guardian Signature **Date**

SHEAEARCLINIC
EAR, NOSE AND THROAT

Medical Information Release Form
(HIPAA Release Form)

Name:_____ Date of Birth:_____/_____/_____

Yes____ No____ I hereby authorize the Shea Ear Clinic to communicate my medical information including the diagnosis, records; examination rendered to me and billing information. This information may be released to the following individuals:

1. Name _____ Phone #_____
   Relationship_____ Alternate #_____

2. Name _____ Phone #_____
   Relationship_____ Alternate #_____

Messages

Yes____ No____ I give permission to leave messages on my answering machine/voice mail (Test Results or Appointment information). Phone #_____ Alternate #_____

Yes____ No____ I give permission to communicate with me via texting and email (Test Results or Appointment information). Cell #_____
Email_____

Yes____ No____ I give permission to call my place of employment.Phone #_____

Yes____ No____ I give permission to leave messages on my voice mail at work (Test Results or Appointment information). Phone #_____

Yes____ No____ I give permission to release information to my employer or my school regarding absences. Employer_____ School_____

Rights of Patient

I understand that I have the right to revoke this authorization at any time and that I have the right to inspect or copy the protected health information to be disclosed as described in this document by sending written notification to the Privacy Officer or Administrator . I understand that revocation is not effective in cases where the information has already been disclosed but will be effective going forward. I understand that the information used or disclosed as a result of this authorization may be subject to redisclosure by the recipient and may no longer be protected by federal or state law. I understand I have the right to refuse to sign this authorization and that my treatment will not be conditional on signing. The Release of Information will remain in effect until terminated by me in writing.

Signature of patient or representative_____Date_____

Signature of Shea Clinic representative_____ Date_____

6133 POPLAR PIKE
MEMPHIS, TN 38119
PHONE: (901) 761-9720 / FAX: (901) 680-1992

AUTHORIZATION TO RELEASE MEDICAL INFORMATION

I AUTHORIZE THE RELEASE OF ALL MY MEDICAL RECORDS INCLUDING ANY APPLICABLE BILLING:

FROM:

Name of Doctor or Hospital

Mailing Address

City/State/Zip

TO BE FORWARDED TO:

Name of Doctor

SHEA EAR CLINIC
6133 Poplar Pike
Memphis, TN 38119

Patient's Name (**Please Print**)

Street Address

City/State/Zip

Date of Birth | Date of Last Office Visit

Signature of Patient (Parent or Guardian) | Date Signed

Signature of Witness | Date Signed